Dennis Castro

Websites and Portfolios
- https://dennis-castro.netlify.app (UXUI Portfolio)

Work History

Sep 2023 - Present
Frontend Developer / Content Publisher - Apple | Austin, Tx

- Collaborated with the design team to create visually appealing and user-friendly web pages by utilizing HTML, CSS, and JavaScript to build and maintain the website's front-end functionality resulting in efficient data retrieval and a smooth overall user journey.
- Content publishing process lacks efficiency and consistency, leading to delays and suboptimal content delivery so by collaborating with cross-functional teams, including writers, editors, and Managers resulted in enhanced brand credibility and user trust through consistent and professional content presentation.

Sep 2022 - Sep 2023

Mac Technical Support Specialist - Apple | Austin, Tx

- As the first point of contact for clients, faced challenges in providing consistent and effective customer care, troubleshooting, and technical support but by developing expertise in handling and analyzing client data, text-heavy articles, and internal tools to autonomously resolve client cases I have demonstrated proficiency in independently resolving client issues.
- Consistently achieved department-wide improvement metrics based on QA scorecard, reducing customer support workload
- Proficient in handling software issues with iOS, Apple TV, WatchOS, MacOS, HomePod and etc.
- Tested a wide range of software and applications, employing various testing techniques and methodologies

Aug 2020 - Aug 2022
Childrens Behavioral Therapist - Bluesprig | Pflugerville, Tx

- Conduct comprehensive assessments to understand student's presenting issues, including behavioral patterns, triggers, and underlying emotional factors while also utilizing standardized tools and clinical interviews to gather relevant information for diagnosis and treatment planning.
- Collaborate with student learners to develop personalized treatment plans tailored to their specific needs and goals. Set measurable objectives and establish intervention strategies based on evidence-based practices, considering the student's preferences, strengths, and challenges.
- Regularly assess and monitor clients' progress throughout the course of treatment, adjusting interventions as necessary to ensure optimal outcomes.

Education
- University of Texas at San Antonio - B.S in Kinesiology & Digital Music Technologies
- University of Tokyo - Interactive Computer Graphics

Certification
- Google UX Design - Coursera
- Meta Front-End Developer - Coursera

Skills

- HTML
- CSS
- Javascript
- Figma
- Prototyping & Digital Design
- Understanding of UX Research Methods
- Writing / Communication Skills
- Evidence-based decision-making.
- Attention to detail